



TO: Ferry County Public Hospital District #1 Board of Commissioners

MEETING DATE: September 20, 2016

FROM: Cindy Braley, Clinic Manager **Subject:** Clinic Administration Report

As of September 16, 2016

People

To be the employer of choice. To develop and support a culturally diverse, competent, motivated and productive workforce. To recruit and retain highly competent staff to meet the District's patient and resident needs.

- Interviewed an RN, able to start in November.
- Hired Nikki Scriver as CMA, she starts in the clinic this week.
- Both Dr. Garcia and Jodi Petersen, ARNP have started in the clinic.

Quality

To lead the community that improves community health status and access to care. To provide quality healthcare that can be defined, measured and published. To enforce and invest in a pervasive culture of safety.

- Healthstream, our CG-CAHPS survey vendor, has started making phone calls. There have been patient complaints regarding these calls. We have posted additional flyers and another article in the paper. We contacted Healthstream and were able to obtain a sample of their scripting and they sent us another example for marketing we were able to post at the front check in area. Terali was a great help in resolving this issue!

Service

To provide an environment in which patients, families, providers and employees are highly satisfied. To provide an experience for patients that exceeds expectations in all areas of the District. To identify areas for improvement.

- The number of referrals was 108 in August. This is an increase of 30 from the prior month. The average days to complete a referral increased a bit to 12 mainly due to backlog (NOTE: The average days to complete a referral include weekends). Orthopedic referrals continue to be the top specialty at 19%. 8 Prior Authorizations for imaging were also completed for August.
- Rehab department: Melinda and Lisa will be attending a workshop at the end of this month for coding and billing rehab services.
- HIM department: QHR has given us the final report of recommendations.
- In the process of transitioning Dr. Brauer's patients to other providers in our group.

Financial

To be financially viable, to support advancing the mission and vision. To be operationally efficient. To offer value to payer and consumers.

- I have been in contact with our provider rep with Amerigroup to resolve old claim issues. There is a problem in the Amerigroup system with the clinic's setup and provider credentialing, to which we are working to correct.

Growth

To be the healthcare provider choice for our community. To identify service growth areas. To market service programs to community and constituents.

- Have attended a phone interview for a couple of ARNP's, and an in-person interview with a PA-C.
- It is time to renew our NHSC (National Health Service Corp) application.
- The clinic build for Centrig started this week. It will be very busy during the next couple months for all staff in this process.

Board of Commissioners

Financial Write-Off Comparative Report

August, July, and June 2016

Transaction Type	August 31, 2016			July 31, 2016			June 30, 2016				
	# Accts	Amt	Avg Per Patient	# Accts	Amt	# Patients	Avg Per Patient	# Accts	Amt	# Patients	Avg Per Patient
Financial Assistance/ Charity Care	22	\$ 5,043.30	\$ 840.55	15	\$ 4,102.81	8	\$ 512.85	8	\$ 6,564.28	2	\$ 3,282.14
Bad Debt	90	\$ 18,510.19	\$ 349.25	102	\$ 45,377.18	51	\$ 889.75	82	\$ 31,477.53	49	\$ 642.40
Administrative Write-Offs	4	\$ (0.12)	\$ (0.03)	10	\$ 468.48	9	\$ 52.05	14	\$ 8,097.24	12	\$ 674.77
Total Write-Offs	116	\$ 23,553.37	\$ 1,189.77	127	\$ 49,948.47	68	\$ 1,454.65	104	\$ 46,139.05	63	\$ 4,599.31
Admin Write-Off Source	0	\$ -		0	\$ -			0	\$ -		
Business Office Lack of Follow Up	0	\$ -		0	\$ -			0	\$ -		
Business Office MSP Billing Issue	0	\$ -		0	\$ -			0	\$ -		
Medical Necessity	0	\$ -		0	\$ -			3	\$ 3,283.16		
Clinic Credentialing	0	\$ -		3	\$ 366.00			0	\$ -		
Prior Authorization Not Received	0	\$ -		4	\$ 664.00			3	\$ 3,244.18		
Small Payment Admin W/O	4	\$ (0.12)		1	\$ 3.50			7	\$ (0.10)		
Timeliness	0	\$ -		0	\$ -			1	\$ 1,570.00		
Recovery from 3rd Party Insurer	0	\$ -		2	\$ (565.02)				\$ 8,097.24		
		\$ (0.12)			468.48						

HOSPITAL

47454 \$ (16.53) ** VOIDED CHECK ** PATIENT REFUND
\$ (16.53)

September 20, 2016

KLONDIKE HILLS

DIRECT DEPOSIT PAYROLL \$ 24,339.82
2479-2505 \$ 20,172.73
Total \$44,512.55

FERRY COUNTY PUBLIC HOSPITAL DISTRICT

Commissioner's Report

September 20, 2016

HOSPITAL

Payroll 9018-9024 \$ 22,452.38
Payroll Direct Deposit \$ 394,817.41
subtotal \$ 417,269.79
Warrants 48559-48819 \$ 648,333.60
Electronic Fund Transfer \$ 10,222.20
Total \$ 1,075,825.59

KLONDIKE HILLS

DIRECT DEPOSIT \$ 24,339.82
subtotal \$ 24,339.82
2479-2505 \$ 20,172.73
Total \$ 44,512.55